



Service Level Agreement (Service Description) Network as a Service

Code: FS-NaaS

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CANCOM Austria AG // Wienerbergstraße 53 // 1120 Wien // Österreich // T +43 50 822 0 // info@cancom.com

HG Wien FN 178368g // Firmensitz Wien // UID ATU46276408 // InterzeroNr. 155219

Raiffeisenlandesbank Oberösterreich // BIC: RZOOAT2L // IBAN: AT35 3400 0000 0009 7899 // Creditor-ID: AT17ZZZ00000029797

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Service of the contractor

This document describes the services of the service module, which are provided as part of the contract concluded between the client (CL) and the contractor (CO). The responsibilities of the services described are based on a RACI model. Explanations of terms and contact information for the Customer Service Center can be found under the following [link](#).

Unless otherwise agreed, the following service goals apply as standard: Service time "SNAZ" (NWH) with a response time of 4 hours.

Network as a Service

In addition to the availability of hardware and licenses, this service includes initial configuration and the necessary ongoing CANCOM services such as remote analysis, diagnosis and troubleshooting, implementation of standard configuration changes, software updates and active monitoring.

Initial Services	CO	CL
General initial services		
Execution of a customer workshop to work out the network design requirements and customer site conditions.	R/A	C
Creation of network design	R/A	C
Assignment of a pre-defined contact person or client administrator for any necessary hands-on activities.	R/A	C
Providing and shipping the components to the customer according to the offer.	R/A	C
Provision and configuration of the central management platform	R/A	
Integration of the network components into the central management platform incl. monitoring system.	R/A	C
Structured premises cabling at the customer's site (including between patch boxes and network components).	I	R/A
Provision of rack space, power supply, air conditioning technology	I	R/A
Commissioning and basic configuration of network components according to best practices	R/A	C
Functional test of network components	R/A	
Initial services for switching		
Setup of the switches at the customer's site according to the previously created network design	R/A	C
Patching the switches at the customer site	R/A	C

Initial services for WLAN access points		
Optional WLAN measurement at the customer's site (these services are charged additionally and are therefore not included in the commissioning service).	R/A	C
Setup of the WLAN access points at the customer's site according to the previously created network design.	C	R/A
Patching the WLAN access points at the customer's site	C	R/A
Configuration and creation of up to four SSIDs in total (2.4/5Ghz)	R/A	C
Optional configuration and setup of a guest portal for an SSID	R/A	C
Provision of the necessary templates to adapt the Guest Portal to the corporate design.	R/A	C
Optional configuring and creating a Guest Portal administrator account to manage guest access credentials is optional.	R/A	C
Initial services for firewalls		
Setup of the firewalls at the customer's site according to the previously created network design	R/A	C
Patching the firewalls at the customer site	R/A	C
Optional definition and configuration of a site network (via AutoVPN)	R/A	C
Optionally, up to a maximum of 20 client VPNs can be set up on the firewall based on the information provided by the customer.	R/A	C
Definition of the security policy (URL filtering, firewall rules)	C	R/A
Configuration of the security policy (URL filtering, threat defense, firewall rules)	R/A	C
Provision of the necessary templates to adapt the guest portal to the corporate design.	R/A	C
Initial services for smart cameras		
Setup of the smart cameras at the customer's site according to the previously created network design.	C	R/A
Patching the smart cameras at the customer's site	C	R/A
Provision and setup of the video portal provided by the manufacturer (smart camera user, video wall).	R/A	C
Definition and setup of Privacy Windows according to the customer's requirements	R/A	C
Definition and setup of external RTSP targets	R/A	C

Definition and setup of the configuration (recording schedule, motion-based retention, storage time, video quality, motion alerts).	R/A	C
Function test of the smart camera	R/A	C
Function test of the camera alignment, Privacy Windows and the customer's own access to the video portal.	I	R/A
Initial services for smart sensors		
Setup of the smart sensors at the customer's site according to the previously created network design	C	R/A
Configuration of smart sensors regarding thresholds and alarms	R/A	C

Recurring Services	CO	CL
Provision of hardware and licenses/subscriptions		
Provision of active network components in accordance with the offer	R/A	
Provision of the necessary licences / subscriptions in accordance with the offer	R/A	
Provision of a central management platform / video portal of the manufacturer	R/A	
Perform remote analysis, diagnosis and troubleshooting		
The remote service includes the following services, provided that the technical requirements are met in accordance with the contractor's standard specifications for remote access: • The analysis of malfunctions via remote access • The diagnosis of systems and system components via remote access • The troubleshooting of malfunctions via remote access If necessary, data from the system and system components are transmitted to the contractor for analysis, evaluation or processing via the remote access software. Malfunctions are rectified via remote access if technically possible. In the event of a malfunction, the contractor checks whether the respective manufacturer has made software updates or hotfixes available to resolve the malfunctions. These software packages available from the manufacturer are implemented on the client's system and it is checked whether the malfunctions have been resolved. Reproducible malfunctions that affect the client's operations and for which the manufacturer has not yet provided a solution are reported by the contractor to the manufacturer. If the manufacturer no longer provides support or software updates for the currently implemented software version, malfunctions will only be rectified to the extent that this can be carried out using the options available to the contractor (e.g. workaround, installation of existing updates).	R/A	C/I

The scope of services includes all software updates required to rectify the malfunctions within the same functionality while maintaining the same integration and compatibility with the existing system environment.		
Manufacturer Support Case Handling	R/A	
On-site service / services for replacing hardware to resolve a malfunction		
On-site service includes the placement of a technician from the Contractor to resolve malfunctions of the system or system components at the system location. Included are expenses for the technician's working time, travel time, travel expenses and allowances. Services to replace malfunctioning hardware are included.	R/A	C
Acceptance and processing of repairs of defect components and delivery of replacement		
The customer must inform the contractor to exchange or report repairs in advance by means of a written notification or verbally to the contractor's repair acceptance point. The notification must include the serial number, description of the malfunctions and other data necessary for the RMA process, which must be specified in each individual case. The customer can send the defective material to the contractor's repair acceptance point in the office in Vienna at his own expense. The contractor's repair acceptance point only accepts material that is packaged appropriately for transport. The repair acceptance can also take place as part of the deployment of a technician from the contractor who is already on site as part of the provision of contractual services. If necessary, the contractor shall procure replacement components during the term contractually agreed with the customer. The customer shall receive a corresponding spare part or replacement device from the contractor or a supplier.	R/A	C
RMA case handling with the manufacturer	R/A	
Update & Patch Management		
Implementation of patches and updates released by the manufacturer as required	R/A	
Monitoring		
Centralised monitoring of the active network components	R/A	
Backup & Recovery		
Automatic provision of the current device configuration in the management system	R/A	
Restore the device configuration according to the manufacturer's specifications in the event of a malfunction	R/A	I

Reporting		
Provision of a report on the centrally monitored individual availabilities of the active network components.	R/A	I
Standard Change		
Implement QoS adjustments	R/A	C
Creation / modification / deletion of port configuration	R/A	C
Creation / modification / deletion / roll-out / revision of a VLAN	R/A	C
Allocation of a VLAN on a network port	R/A	C
Create / delete management environment users	R/A	C
Standard Change for WLAN access points		
Creating / changing SSIDs or VLAN settings	R/A	C
Configuration and creation of additional Guest Portal administration accounts	R/A	C
Standard Change for firewalls		
Add / change / delete central DHCP configuration or relay agent	R/A	C
Creation / modification / deletion of subnet	R/A	C
Addition / modification / deletion of static routing configuration	R/A	C
Addition / modification / deletion of firewall rules, url-filter, threat prevention	R/A	C
Addition / modification / deletion of vpn configuration	R/A	C
Standard Change for smart cameras		
Change / delete of privacy windows, RTSP target, recording schedule, motion-based retention, video quality, motion alerts	R/A	C
Standard Change for switching		
Adjustment of port configuration	R/A	C
DHCP snooping adjustments	R/A	C
Standard Change for smart sensors		
Addition / modification / deletion of alarm profil	R	R/A

Addition / modification / deletion of MQTT broker	R	R/A
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Obligation of the client to cooperate	CO	CL
Hardware, software, licenses		
Supporting the contractor in the on-site replacement of network components in coordination with the contractor.	C	R/A
General services		
Provision of an Internet connection with sufficient bandwidth	I	R/A
Provision of RADIUS servers on the domain controllers for user authentication as part of the network authentication function	I	R/A
Securing the firewall releases required for operation (for firewall components provided by the customer).	C	R/A
Takeover of the implementation services	C	R/A
Function test of the customer's own infrastructure & applications	I	R/A
Update & Patch Management		
Provision of a daily maintenance window between 11 p.m. and 4 a.m. CET	I	R/A

Framework conditions for service
The building cabling and passive infrastructure at the customer site is provided by the customer
Provision of rack space, power supply, air conditioning technology by the customer
Only patches provided by the manufacturer for partners will be installed
Configuration of a maximum of 5 VLANs on the network components
If the security policy is not provided by the customer, it can be drawn up together; these services will be invoiced separately
If products are defective due to improper use (vandalism, water damage, force majeure, etc.), the replacement components shall be invoiced separately by the contractor
At the end of the contractual relationship, the following activities shall be provided by the contractor: • Definition of the shutdown date

- Handover of the administrative accesses
- Removal and takeover of the components
- Removal of the VPN connection
- Removal of the customer infrastructure from management platform/ monitoring platform
- Return of the components by the customer if they cannot be removed by the contractor

Services not included

Troubleshooting in connection with components not included in the offer

Preparation of special reports

Normal Change (charging according to expenditure)

Support for customer modifications to the infrastructure (IMAC)

Changing the radio settings (radio settings for access points)

As well as other changes that are not a Standard Change

